

VOICE MAIL RFP 06-060 AAB
SUBMITTED QUESTIONS AND ANSWERS 6/16/2006

Q#	Section and Page #	Question	Answer
1.	Part A, Section 1.5, Page 5	Written questions will be answered up to nine days before the bid opening date. Are those calendar or business days?	This refers to calendar days.
2.	Part A, Page 7, <u>Part B – Contract</u>	When does the County need the signed letter from our Legal either stating that we comply with all Terms and Conditions or have exceptions to the Contract?	This should be submitted along with their response to the RFP.
3.	Part A, Section 2.3, Page 10	How long is the SEDB certification process?	Normally certification takes 10 to 15 business days.
4.	Part B, Section 2-10	Is this work that is not part of our response and the project scope, but may be identified during implementation? Also, can you elaborate more on your definition of Direct costs? They appear to only be related to costs incurred by subcontractors hired by the prime contractor.	Section 2-10 refers only to work added to the originally executed contract. Direct costs are all cost incurred by the contractor related to additional work, whether from subcontractors, materials, labor, etc.
5.	Part C, Section 1.1, Page 6	How many users are on the NEC and how many are on the DMS100?	There are 2,992 users on the NEC and 5,376 on DMS100.
6.	Part C, Section 1.4, Page 8	“Project Management” refers to the “Contractor’s project plan,” Do you only want project plan’s from the awarded vendor?	No, we want to see project plans in all the proposals.

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7.	Part C, Section 1.4, Page 8	How should the table on page 8 section C be completed?	Please use the table format on page 8 , this information should be included as part of the project plan. For other submission information, please refer to the format described in Part C, page 29 .
8.	Part C, Section 1.4, Page 11	Is there only one SMDI link to the DMS100?	Yes.
9.	Part C, Section 1.4, Page 11	How many SMDI links are needed from the DMS-100 to the proposed Voicemail? The diagram shows 1, so we just want to confirm that number.	The number is one (1).
10.	Part C, Section 1.4, Page 11	The 'Demonstrate Integration' section, is it the county's intention to have this process repeated for several days? What is the expected 'testing' time?	The county plans to test the proposed system on a weekend. The test duration will be limited to a few hours. The county plans to test the following functions; <ol style="list-style-type: none"> 1. Set and release both audible and visual message waiting indication 2. Play the subscriber's greeting to a caller leaving a message 3. Recognizing a subscriber when calling from their office telephone and requesting their password rather than their mailbox number then the password
11.	Part C, Section 1.4, Page 12, Training, Item B.	During the pre-Proposal conference you mentioned that you are looking primarily at Train the Trainer type training. Please quantify how many on-site training sessions you expect the Contractor to conduct. Also provide an estimate on the duration of each class and how many different locations the	We will entertain all scenarios referenced in our pricing sheet, Attachment F . Train the trainer type training was used as an example and not called out as a preference.

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		Contractor will need to train at.	
12.	Part C, Section 1.4, Page 12	Is the vendor expected to train all end users or will a train-the-trainer approach be taken?	We will entertain all scenarios referenced in our pricing sheet, Attachment F.
13.	Part C, Section 1.4, Page 13; Also, Part C, Section 1.10, Page 14	Will Unified Messaging storage be in the Microsoft 2003 Exchange Server or in a separate storage location?	It will be stored on the Exchange Server.
14.	Part C, Section 1.5, Page 13	Do we not expect to integrate with Nortel?	Correct, we do not. Nortel will remain a "stand alone" system.
15.	Part C, Section 1.10, Page 14	If Unified Messaging is stored in the Exchange, are all servers on the same domain?	The servers are on the same domain, the users are not.
16.	Part C, Section 1.10, Page 14; Also, Appendix G, Page 60	When you implement faxing to the desktop, how many users do you anticipate?	We would like the potential for all users on the system to have the capability of faxing to the desktop, however, this should be priced out separately as an option; and, if possible to price in increments of users, that can be priced out as option as well.
17.	Part C, Section 1.23, Page 20	Can the references be manufacturer vendor references?	No. We need references exactly as they are called out in the RFP. We want to ensure that the company is capable of handling the project, has experience with similar projects and will be available to support it for many years.
19.	Part C, Section 1.23, Page 20	If the references are for the installing and supporting vendor, do they need to be for the same system being proposed to the county?	They should be for similar voice mail system solutions.

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20.	Part C, Section 1.26, Page 23	How will vendors provide the asset management tag?	The asset management tag will be handled by King County.
21.	Part C, Appendix A, Page 31	How are the AVST systems connected to Centrex?	They are connected separately. Appendix A has been updated to include this.
22.	Part C, Appendix A, Page 31	How are the AVST servers connected to the network?	See the amended Appendix A. They are connected directly to the DMS using UCD lines and SMDI links.
23.	Part C, Appendix F, Page 51, 2.12, item B	Pricing is requested for 8,500 perpetual licenses. What does 'perpetual' mean?	Perpetual means: continuing without interruption, lasting indefinitely.
	Part C, Appendix G, 2.14, Page 55, Question 2	Is the procedures manual required now or required from the successful bidder at the time of administrative training?	We would like an example of the procedures manual now, with the real product due from the successful proposer at the set project milestone.
24.	Part C, Appendix G, 2.14, Page 55, Question 3	Is the training documentation required now or required from the successful bidder at the time administrative training?	We would like an example of the training documentation now, with the real product due from the successful proposer at the set project milestone.
25.	Part C, Appendix G, 2.14 Page 56, Question 17 and Page 62, Question 63	What type of redundancy is preferred/required?	The county requires 99.999% uptime; see page 56, Part C line 17 . The vendor's design must support this requirement using system or component level redundancy, please describe the type of redundancy used to achieve this level of uptime. See page 62, Part C, line 63 .
26.	Part C, Appendix G, 2.14, Page 73, Question 170	This section refers to project plan information in 6.1.3. There is no such reference. Where would we find this information?	This information is on Part C, 1.4.B, page 8

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27.	Part C, General Question	Does the 2400 IMX have QSIG Primary Rate Trunks or is it available?	The NEC 2400 IMX hub has PRI circuits using NFAS signaling, connecting the PBX to the DMS100, for connection to the Public Switched Telephone Network. The PBX does offer support for the QSIG protocol, but it is an older implementation of the protocol and does not support all features and functions of the more current QSIG specifications. The NEC operating system is R5 Issue 03.17.
28.	Part C, General Question	If we do send Message Waiting information to the 2400 IMX PBX, will the message waiting information be sent from the IMX to the remote sites and turn the message waiting lamps on?	Yes. This is done through CCIS signaling from the MCI data link, via a port off of the IMX 2400 switch.
29.	Part C, General Question	Will additional MCI links be made available from the NEC during cutover?	The county's goal is to maintain voice mail support for all users. The vendor is encouraged to provide a project plan providing for reliable voice mail service during the cutover while minimizing the expense to the county. The county is hoping to run parallel until system cutover is ready. It appears we can add an MCI link and an SMDI link.
30.	Part C, General Question	Do you want to just shut off Pulse Point and turn on new system?	The county's goal is to maintain voice mail support for all users. The vendor is encouraged to provide a project plan providing for reliable voice mail service during the cutover while minimizing the expense to the county.

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31.	Part C, General Question	Not having a second MCI link will be risky. What flexibility do we have?	The NEC can support an additional MCI link.
32.	Part C, General Question	Should Verizon support costs be included in the bid or will King County make sure those vendors are available?	King County will make the PulsePoint and maintenance provider vendors available.
33.	Part C, General Question, The first mention of fax capability is Section 1.10, page 14	Do you have a fax system in place now?	No, the county does not have a network based fax system in place now.
34.	Part C, General Question	For the network based fax solution, is there a specific vendor or system?	No. For the faxing capabilities there are two separate components. One is for voice mail only faxing. The other is a Unified Messaging faxing capability. We do not know at this time if we are going to use the voice mail only faxing capability; however we are requesting separate pricing as an optional feature.
35.	Part C, General Question	Will the fax system be supported by the data staff or the voice mail staff?	If the solution is voice mail fax only, it will be supported by the telephony staff. If it is a part of Unified Messaging it will be supported by the data staff.
36.	Part C, General Question	What fax servers and associated software versions does the county have now?	The county does not have this capability now.
37.	Part C, General Question, Reference to Automated Attendant capability in proposed system is in Section C, page 76, line 7.	How many people use the Automated Attendant?	We currently have two (2) AVST systems, which we may or may not retain, supporting over 150 applications. The Automated Attendant questions are in anticipation of future applications. We need to know if proposed system includes or supports

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			Automated Attendant and what it would take to include the feature.
38.	Part C, General Question	Who is the AVST vendor?	We will not share this information now. The system is up to date. We want to keep them separate so we do not have a single point of failure.
39.	Part C, General Question	Will the AVST users be affected when the PulsePoint is removed?	No. The automated attendant menus currently on the AVSTs will remain. Within some menus, callers are routed to voice mailboxes, so if the voice mail system experiences an interruption, that routing may be temporarily effected during such an interruption. Overall, the AVST systems and menus will remain unchanged and unaffected by removal of the PulsePoint.
40.	Part C, General Question	When the AVST servers are removed, will the users or applications be moved to the new system?	There is no plan to do this initially. The county plans to keep the AVST systems in place as they are currently. The county does want the ability to add Automated Attendant applications to the proposed system. It may be decided at a later date to either add new applications to the proposed system or move applications from the existing AVST systems.
41.	Part C, General Question	Is it our desire to have dual integration on one server? Would we be adverse to separate servers that are networked?	We are open to all configurations. Our desire is to have centralized administration of the servers.
42.	Part C, General Question	Are additional SMDI links available between the Centrex and the future voice mail platform?	Qwest can provide another SMDI link from the Centrex common block.

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43.	Part C, General Question	What are the physical dimensions of the PulsePoint system?	The PulsePoint is 29 ½ inches high by 29 wide by 24 ¾ inches deep.
44.	Part C, General Question	If proposers find redundant language or questions, how should this be handled?	If you feel you are responding to a redundant question, feel free to simply reference your previous answer in your proposal.
45.	General Question	Can companies still bid on the Voice Mail RFP you have issued?	Yes. As long as their proposal is received by the RFP due date.
46.	General Question	Can vendors submit 2 different proposals? Do you have any requirements surrounding this?	Yes. We have no restrictions about this.